

2007-00471

No personal info

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COMMONWEALTH OF KENTUCKY

BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

RECEIVED

NOV 05 2007

PUBLIC SERVICE COMMISSION

Rebecca HALL
(Your Full Name)

COMPLAINANT

VS.

Mike Little GAS Co.
(Name of Utility)

DEFENDANT

COMPLAINT

The complaint of Rebecca HALL
(Your Full Name) respectfully shows:

(a) Same as Complaint
(Your Full Name)

Box 23, Langley, Ky. 41645
(Your Address)

(b) Mike Little GAS
(Name of Utility)
P.O. Box 67
Melvin, Ky. 41650
(Address of Utility)

(c) That: Mike Little GAS Co.
(Describe here, attaching additional sheets if necessary,

has denied me a connection
the specific act, fully and clearly, or facts that are the reason

to their gas services in Langley,
and basis for the complaint.)

Ky. I called Mike Little GAS Co.
in July of 2006. They would ^{not} connect

Formal Complaint

vs.

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my home to their gasline. Several
 times they ^{were} called to install gas service
 but they gave different excuses: (1) they
 didn't have anyone working for them (2) Mike
 Little gas said it would require running ^{NO equipment.} extra
 lines. They just kept putting me off. This
 has been going on for over a year.

Wherefore, complainant asks I would like to be connected
 (Specifically state the relief desired.)

to a source of gas to heat my home. Everyone
 in the community has gas except me. The gas
 company does not treat everyone fairly. They
 are the only source of gas in this community

Dated at Langley, Kentucky, this 1 day
 (Your City)

of November, 19 2007
 (Month)

Rebecca Hall
 (Your Signature)

(Name and address of attorney, if any)

2007-02372 (Continued)

Ms. Rebecca Hall
P.O. Box 23
Langley, KY 41645

Dear Ms. Hall:

Enclosed is a copy of the Commission's administrative regulations outlining the procedures for filing a formal complaint, as requested in your conversation with John. Please complete the forms and return them to the above-listed address. You can call our hotline at 1-800-772-4636 with any questions.

Sincerely,

Ginny Smith, Director
Division of Consumer Services

Enclosure

Date: 11/1/2007 1:45:32 PM

On Oct. 31 the following letter was faxed to Consumer Services from Miki Thompson:

Dear Mr. Geoghegan:

This letter is being written with regard to Mike Little Gas Company's denial of connection to Mrs. Rebecca Hall. After investigation, Mrs. Hall has informed Mike Little Gas that she only wishes to have the connection for use of a small appliance which she would only use during winter months. The line would require connection in a complicated area requiring extraordinary expenditures on behalf of Mike Little Gas, which would result in further costs to the customer and therefore, would not be cost effective. Further, there is a factor of considerable danger to the system and other customers. With this in mind, we have determined that at this time, it would not be beneficial to the customer nor Mike Little Gas to install service for Mrs. Hall.

If any further information is required, please contact me at (304) 235-2223 so that I may assist you.

Cordially,
Miki Thompson
President, Mike Little Gas Company, Inc.